

AGENDA

- Program Updates
 - Home and Community-Based Services (HCBS) Section transitions
 - Electronic process and and uploading forms in the provider portal
- Monthly Training Session - Provider Training Series Module #6 - Provider Qualifications, Standards, and Training - [Slidedeck](#)

TOPICS

Home and Community-Based Services (HCBS) Section transitions

As the administration of the Community Choices Waiver (CCW) and Comprehensive and Supports Waivers (DD Waivers) continues to merge, the Division of Healthcare Financing would like to provide some clarification around some changes to provider administration. The Provider Support Unit has been rebranded as the Home and Community-Based Services (HCBS) Provider Support Unit. The Unit is responsible for supporting providers on the CCW and DD Waiver programs. Responsibilities include training and technical support, incident management, and provider certification. While there is minimal change to the type of support the Unit offers, there are some changes to the Unit itself. In order to better support the provider population, the Unit has been divided into two teams: the Incident Management Team and the Provider Credentialing Team.

The Incident Management Team is responsible for reviewing and responding to incident and complaint reports that are filed with the Division. This team is also responsible for conducting investigations and providing technical assistance and support related to incidents and complaints for both the DD and the CCW programs. This team is directly overseen by Bethany Zaczek.

The Provider Credentialing Team is responsible for any concerns related to provider credentialing, including initial certification and certification renewal for DD providers, and initial enrollment and renewals for CCW providers. This team is directly overseen by Alice Zimmerman.

Both teams within the Provider Support Unit continue to report to Elizabeth Forslund, Provider Support Unit Manager, and Lee Grossman, HCBS Section Administrator. Updated contact information for these teams will be forthcoming from the Division. Please watch your email and our website for additional information and resources.

Electronic process and and uploading forms in the provider portal

As communicated in prior Provider Support Calls, the Division of Healthcare Financing (Division) has transitioned to an electronic format for processing provider applications, provider certification renewals, and corrective action plans (CAPs). Providers are required to submit all information related to these activities through the Division's provider portal as established in Chapter 45, Section 5(a)(iv) of the Department of Health's Medicaid Rules, which states that all waiver providers shall have a valid email address, internet, access, and the means to upload documentation into a Division designated portal. The portal will prompt the provider to upload documents into the provider portal in order to complete these processes. Providers should allow up to 20 minutes for the documents to appear in the portal. Providers may need to conduct a manual page refresh as well. Please don't reload

documents into the provider portal until you have conducted a manual page refresh allowed time for the documents to appear.

WRAP UP

Next call scheduled for January 25, 2021